

E. 01345A.08.0172



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71313

Date: 9/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Gail M. Atkins

Account Name: Gail M. Atkins

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85029

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following opinion letter dated August 16, 2008:

Gail M Atkins
[REDACTED]
Phoenix, AZ 85029

Arizona Corporation Commission
DOCKETED

SEP 11 2008

DOCKETED BY [REDACTED]

Corporation Commission
Utilities Division
1200 W Washington St.
Phoenix, Arizona

AZ CORP COMMISSION
DOCKET CONTROL

2008 SEP 11 P 3:23

RECEIVED

To Whom It May Concern:

Enclosed is a copy of our recent electric bill. Since APS has requested of you a temporary rate increase until they get a permanent one (which we are sure you as their good friends will okay) We'd like to at least voice our objections. Following is the objections.

1- Since we pay basic service and we pay high for electricity on peak and off peak hours. (we don't cook or do laundry on peak hours so, we have a problem with our charge for that time), why is there another charge (42.87) for delivery service???? Power supply adjustment 6.94??? Metering??? Meter Reading??? Charge to send the bill 1.80??? Transmission & Ancillary Service?? Transmission Cost Adjustment?? (2.10), If every Business charged as your Buddies do no one could afford to live in Arizona except your Group & Them. When we paid our last bill, I charged back to them the following, which of course they disallowed and added it to our

☐ Having to write them a check 1.50

☐ Stamp and Envelope .85

☐ Going to post office to mail check 1.30

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To, Deduct From Bill 3.65 total

If they can charge for metering- meter reading, transmission & ancillary service, sending the bill, and delivery service charge we should have the right to charge back what we have written above.

If you approve all their requests this time, it will prove to the General Public you are great bed fellows forever.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I obtained the customer's tel # via Directory Assistance. I called the customer and spoke to Mr. Atkins. I acknowledged Mrs. Atkins letter expressing her opinion on the proposed APS rate case (Docket No. E-01345A-08-0172). Mr. Atkins replied that his wife was pretty upset over this. I advised letter would be noted as a permanent record in this application and would be considered before a final decision is rendered in this application. I expressed appreciation for Mrs. Atkins taking the time to express her opinion in this matter.

E-mailed to Trish Meeter to have this OPINION filed towards APS rate case. File closed.
End of Comments

Date Completed: 9/9/2008

Opinion No. 2008 - 71313

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
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Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 71341

Date: 9/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Melissa Nichols

Account Name: Melissa Nichols

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85006

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

9/8

From: Melissa Nichols [REDACTED]

Sent: Friday, September 05, 2008 2:37 PM

To: Utilities Div - Mailbox

Subject: Thank you!! Corporation Commission

Good Afternoon,

I just wanted to send a personal thanks, from an everyday hard working citizen for DECREASING APS's rates, I think it was outrageous they were attempting to raise their rates in such economic times, and I and my family GREATLY appreciate your work!!! Please continue using what power you have for the good of the people whom elected you, we do take notice and appreciate it beyond belief!

Sincerely,

Melissa Nichols and Brian O'Neil
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9

9/9/08

Dear Ms. Nichols:

Your comments and opinion regarding Arizona Public Service Co. have been received and will be filed with

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket Control to be made a matter of public record.

Staff appreciates your comments and the interest taken in the proposed rate increase.

If you should have any questions relating to this issue, please call me directly or use the in-state toll free number (800) 222-7000 if outside the Phoenix area.

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division



End of Comments

Date Completed: 9/9/2008

Opinion No. 2008 - 71341

E.01345A.08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71404

Date: 9/11/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Evelyn**

Kortie

Account Name: Evelyn Kortie

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: vek [REDACTED]
Sent: Monday, September 08, 2008 4:45 PM
To: Gleason-WebEmail
Subject: APS request for rate increase

I am strongly against this interim rate increase due to the fact that APS needs to figure out a better way to manage their company without always going into my pocket for their self imposed financial problems. I do everything possible to save energy and to keep my APS bill within reason, but my charges keep increasing. My monthly bill reflects more charges for taxes and ancillary charges than the energy I use. Please Help!!!!

Evelyn Kortie
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 11, 2008

RE: Arizona Public Service company

Dear Ms. Kortie:

Your email regarding the Arizona Public Service Co. ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The

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Commission will consider your comments before a decision is rendered in the APS application. The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly or in-state toll free at (800) 222-7000 if outside the Phoenix area.

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division
[REDACTED]
[REDACTED]

End of Comments

Date Completed: 9/11/2008

Opinion No. 2008 - 71404
